Insert your company's name or logo.

Quality Policy

General

Your organization is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and responsibility to the communities within which we operate.

Our vision is to exceed customer expectations for quality, safety, sustainability, cost, delivery and value. Additionally, we are dedicated to creating a profitable business culture that is based on the following principles:

People

All of our organization's business activities involve direct employees. It also includes activities of contractors and visitors to our facilities. The fundamental mechanisms for promoting continuous improvement in workplace health and safety, as well as reducing the number and impact of workplace injuries and illness, are set out in our Health and Safety Management System

Your organization is committed to equality in employment opportunity and rewards, embracing wholeheartedly the cultural diversity within the communities we call home. Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. Your organization is committed to:

1. Creating and nurturing an environment of success based on honesty and integrity;
2. Equitable sharing in the success of the company;
3. Empowerment through training and communication;
4. Individual growth and equal opportunity;
5. Designing and providing a safe and secure work environment.

Customer

Customer needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define customer needs while addressing all requests expeditiously without creating false expectations.

Community

Your organization is committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behavior in our employees and suppliers.

We support the conservation of the physical environment and the prevention of pollution at our facilities. We proactively comply with all applicable safety, environmental, legal and regulatory requirements to which we subscribe.

Quality

Beginning with a clear definition of customers' expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and customer specific requirements and endeavour to provide processes that ensure we achieve this in order to build a robust and world class business

Appropriate training, education, information, instruction, or supervision shall be provided as required. Procedures shall also be provided to assist with any emergencies.

The successful implementation of this policy requires staff at all levels, from Senior Management, Divisional Heads, Line Managers, and Employees, to be fully committed to achieving our quality objectives.

SAMPLE

Auditing

Our organization will ensure that our health and safety management system and processes are effective through a comprehensive compliance monitoring programme.

The audits will consider facilities, systems, equipment, contractors, and sub-contractors. All follow-up and action points will be tracked via the Health & Safety Department, and closeout percentages will be reported monthly.

This compliance monitoring programme will be supplemented through client inspections and reviews. Audit leaders will be formally trained. All internal audits will include participation by line departments.

Training

Competencies and the attitudes of individuals and teams will be developed to support the general health and safety policy of providing safe and healthy working conditions, protecting the environment, and preserving our organization's assets.

The required training will be planned through a training matrix (which includes contractual and other obligations), need identification, and programme design. An assessment of the effectiveness of the training will be used to update future programmes.

The competency of contractors and sub-contractors will be confirmed through contractual requirements and monitored through audits and inspections. Client contractors' competencies will be assessed upon arrival at our organization facility.

SAMPLE